

PATENT
00EC037/78111



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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RECEIVED

OCT 02 2003

Technology Center 2600

Applicants: Fischer et al.)
)
)
Title: Providing Customer Data to an)
Automatic Call Distribution System)
Agent)
)
Serial No.: 09/499,817)
)
Filed: 8 February 2000)
)
Examiner: Bing Q. Bui)
)
Art Unit: 2642)
)

I hereby certify that this paper is being
deposited with the United States Postal
Service as Express Mail in an envelope
addressed to: Mail Stop _____, Commissioner
for Patents, P.O. Box 1450, Alexandria, VA
22313-1450 on this date.

Donald B. Jones
Date 28 September 2003
Express Mail Label No. EV33710442/US

AMENDMENT AND REPLY TO OFFICE ACTION UNDER 37 CFR 1.111

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Dear Sir or Madam:

This reply is submitted to the Office Action dated 6 June 2003. This reply hereby
authorizes the charge of any deficiency in fees in connection with the captioned application to
Deposit Account 03-2470.

10/01/2003 SSITHIB1 00000107 09499817

02 FC:1201	84.00 DA
03 FC:1202	18.00 DA